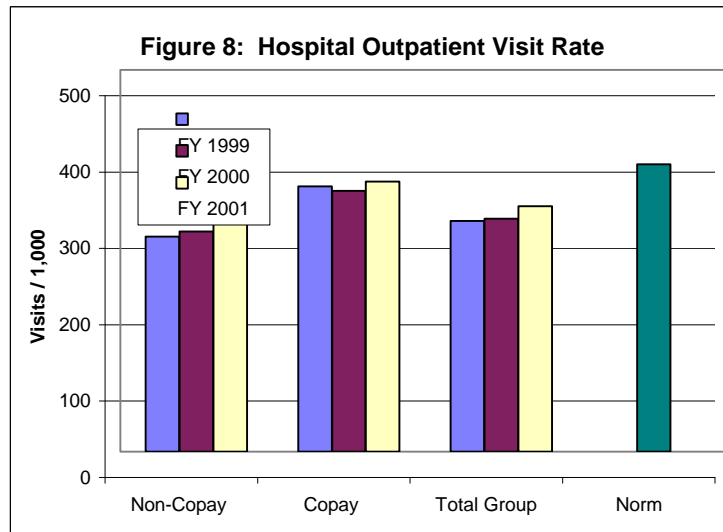


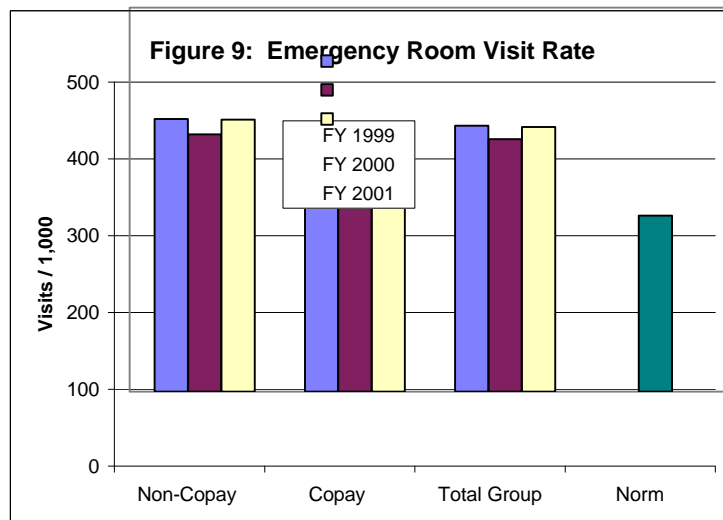
NC Health Choice Institutional Outpatient Utilization and Charges October 1998 Through September 2001



Utilization of the hospital outpatient setting increased 5 percent to 321.5 visits per 1,000 members in FY 2001 (Table 9). Utilization was 15 percent below the norm.

The visit rates for both the Copay and the Non-Copay segments increased slightly, with the Copay visit rate remaining above that of the Non-Copay segment.

The average charge per visit was \$822. This was higher than that of FY 2000 (\$754) but was lower than the norm (\$892).



For the emergency room (ER) setting, utilization increased 5 percent to 344.6 visits per 1,000 members in FY 2001.

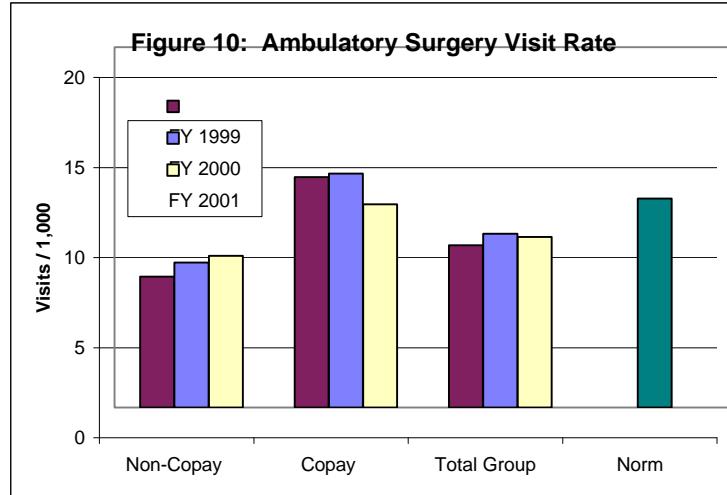
The ER visit rate increased for both segments, and remained well above the norm (50 percent higher).

Use of the ER setting for non-emergencies remained high (see Table 10) especially among the Non-Copay members.

There was a 9 percent increase in the average charge to \$465 per visit in FY 2001. This was 21 percent below the norm (\$586).

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The visit rate for the ambulatory surgery setting remained stable at 9.5 visits per 1,000 members in FY 2000 (Table 9).

Utilization by Copay members continued to exceed that of Non-Copay members.

The average charge per visit fell 6 percent from FY 2000 and was 7 percent below the norm.